

## GUAM -- 2001 Real Choice Systems Change Grant

### Identified Problems with the States' Long-Term Care System

- Fragmented provision of services to people with disabilities and long-term illnesses
- Inadequate funding and staffing to handle the increasing numbers of people in need of services.
- No system for identifying individuals with developmental disabilities
- Poor communication between government and non-government organizations which leads to both gaps in, and duplications of, services provided.
- Service utilization data is not considered in planning and policy development because there is no system to gather the data.
- Current long-term care system is institutionally biased.
- Limited pool of service and health care delivery professionals to draw from.
- No provisions for quality assurance and quality improvement activities.
- Agency-centered system of service delivery.

### Perceived Strengths

Recent progress in providing programs for individuals with disabilities or long-term illnesses and their families, such as case management, respite care, and independent living services.

### Primary Focus of Grant Activities

To increase community inclusion for persons with disabilities and long-term illness through comprehensive community services planning and reform through:

- Consolidation of state plans into a coordinated comprehensive systems change plan to serve as a model to move toward a person-centered model of service delivery.
- Development of a cadre of professionals who have been trained in person-centered systems of service.
- Development and implementation of data collection and assessment capabilities for planning purposes.
- Development and implementation of individualized budgeting program.

### Goals, Objectives and Activities

**Overall Goal.** To increase community inclusion for persons with disabilities and long-term illness through the development of a person-centered planning system and the development of a comprehensive screening and tracking system.

**Goal.** Development and implementation of a person-centered planning system.

***Objective/Activities:***

- Hold summit for public and private service providers, consumers, advocates, and government agencies in which program vision and mission statement will be developed.
- Consolidate agency plans into one plan for the island.
- Hold post-summit planning meetings to monitor plan progress by topic areas.
- Implement completed, approved plan through Guam's Department of Integrated Services for Individual's with Disabilities.
- Identify staff and members of the Guam Developmental Disabilities Council to attend training sessions on the person-centered service delivery model.
- Conduct quarterly training sessions on the preparation of Individual Service Plans, services, and resources available to persons with disabilities, and other topics.
- Create a user-friendly handbook on services for persons with disabilities or long-term illnesses, which are available in Guam.
- Create a user-friendly web-based information kiosk about services which are available in Guam for persons with disabilities or long-term illnesses.
- Train a fiscal intermediary.
- Develop a training program on person-centered planning for personal care attendants
- Develop, implement, and evaluate a Low Interest Loan for Assistive Technology pilot program.
- If successful, implement and evaluate a larger Low Interest Loan for Assistive Technology program.

**Goal.** Design and implement universal screening and tracking information system.

***Objective/Activities:***

- Identify commonalities of forms currently in use by service agencies and interview agency representatives to determine information system and reporting needs.
- Create system design document, and draft universal screening and tracking form and obtain agency feedback.
- Train staff on use of database, form, and reports.
- Initiate and monitor networking of personal computers to Government of Guam Wide Area Network.

**Goal.** Develop and implement an Individualized Budgeting Program (IBP).

***Objectives/Activities:***

- Design and implement client screening and tracking forms and a database for individualized budgeting.
- Train staff at participating agencies on use of Individualized Budgeting Program database, form, and reports.

*Guam did not confirm whether all of these goals and objectives are part of its revised scope of work.*

### **Key Activities and Products**

- Setup new database and information system.
- Develop and implement Individualized Budgeting Program (IBP).
- Train a fiscal intermediary.
- Minimum standards and training program for personal care attendants.
- Develop and pilot a program to provide Low Interest Loans for Assistive Technology.
- User-friendly handbook guide and Web-based information kiosk.

### **Consumer Partners and Consumer Involvement in Planning Activities**

A Consumer Task Force participated in the grant planning sessions.

- The Consortium of Community Partners is made up of community leaders, community residents, medical and social service providers, and consumer representatives. The consortium provided input into the grant application process during a meeting held specifically for that purpose.

### **Consumer Partners and Consumer Involvement in Implementation Activities**

Consumers will participate in planning sessions to design a comprehensive coordinated plan for services, assist in the design of a handbook, video, and information kiosks, and evaluate the effectiveness of these products.

### **Public Partners**

- Department of Integrated Services for Individuals with Disabilities.
- Guam Developmental Disabilities Council.

### **Private Partners and Subcontractors**

None listed.

### **Public and Private Partnership Development/Involvement in Planning Phase**

#### **Public Partners**

The DD Council created and spearheaded the Consumer Task Force.

## **Public and Private Partnership Development/Involvement in Implementation**

### **Public Partners**

- The Division of Support Services and the DD Council will take an active and substantive role in the development of the information system, the development of the Universal Screening and Tracking Form, the development of the database for the Individualized Budgeting Program, the design for the Low Interest Loan for Assistive Technology, and the development of the information guides to available services.
- The DD Council will conduct training and education sessions for government agencies and the public. They will also be involved in the development of information materials and the universal screening and tracking form.

### **Existing Partnerships That Will Be Utilized to Leverage or Support Project Activities**

- The Department is already responsible for the development of the community service delivery system which is limited to the programs and services with the Division of Support Services. This limits the system so the Division of Support Services is subcontracted to participate as one of the lead agencies in the hopes that taking a substantive role will help person-centered service delivery development.
- The Guam Developmental Disabilities Council is a leader in consumer and provider disability education. The Council is overseen by an Executive Director who reports to the Director of the Designated State Agency for the Developmental Disabilities Basic State Grant Program, which is the Bureau of Planning, a line agency of the Government of Guam.

### **Oversight/Advisory Committee**

A Consumer Task Force.

### **Formative Learning and Evaluation Activities**

- There will be an internal project evaluation.
- The project will use a goal-oriented approach, with specific goals and objectives as criteria for measuring success.
- A Program Coordinator will review the records of the Real Choice Program monthly to ensure accuracy, completion, and appropriateness of the activities.
- Feedback from consumers, providers, government agencies, and the public is built into the project at every opportunity.

### **Evidence of Enduring Change/Sustainability**

- Creation of partnerships with public and private agencies that provide services to persons with disabilities and long-term illnesses will permanently reform the service delivery system.

- Several of the intended outcomes of this project such as the Tracking and Information System, video guide, and information kiosks, once in place, will permanently transition Guam from an agency-centered method of service delivery to a person-centered model. Technologies used allow for easier implementation and maintenance of enduring systems changes.
- Through the Comprehensive, Coordinated Plan for Services to Persons with Disabilities or Long-Term Illness, service delivery will change radically causing a fundamental paradigm shift which will endure as the expected mode of delivery.
- Some systems change costs can be absorbed into local budgets once grant monies have been expended.

**Geographic Focus**

Island of Guam.